

AMANDA DONALDSON

Education

Doctoral Student, Education	2019 – Present
Focus: Instructional Design for Online Learning Capella University	Expected Graduation March 2024
Master of Science in Human Environmental Sciences	December 2004
Focus: Restaurant and Hospitality Management The University of Alabama, Tuscaloosa	
Bachelor of Science in Human Environmental Sciences	May 2003
Major: Restaurant and Hospitality Management The University of Alabama, Tuscaloosa	

Employment

University of South Alabama, Mobile

College of Education and Professional Studies, Department of Hospitality and Tourism Management

Adjunct Instructor

August 2014-May 2015

Instructor

August 2015-Present

Courses Taught: Introduction to Hospitality and Tourism, Lodging Management, Food and Beverage Management, Global Tourism, MICE (Meetings, Incentives, Conventions, and Events), Ecotourism and Sustainability, Cruise Management, Food Safety and Sanitation (ServSafe), Human Resources Management in Hospitality, Marketing for Hospitality and Tourism Management, Legal Issues in Hospitality and Tourism Management, Internship courses, Global Leadership in Hospitality and Tourism Management, International Culture, Cuisine, and Culinary Practices, International Hospitality Management

- Create and upload assignments, lessons, exams, projects and other designated text and materials onto LMS
- Research and discuss current events to ensure knowledge of up-to-date issues and situations
- Offer in-person, blended, and fully online courses
- Utilize related past hospitality and tourism work experience to further student's understanding of the industry
- Complete and submit Curriculum Action Forms (CAF) to have new courses approved
- Select materials, build, and implement new courses
- Coordinate practical experiences, hands on learning, mock interviews, and site visits
- Teach course and proctor exams for ServSafe certification
- Attend workshops and conferences relating to Hospitality and Tourism, Study Abroad, and Sustainability
- Faculty liaison for the Hospitality and Tourism Advisory Board Fundraising Committee
- Faculty advisor for the Hospitality and Tourism Management (HTM) Club + Department Ambassadors
- Coordinate study abroad programs, activities, fundraisers, and travel
- Serve on Community College and High School Advisory Boards
- Serve on hiring committees for the department and other hiring committees for the college and university as assigned
- Serve on Faculty Senate, Faculty Council for CEPS, and multiple committees for the College and the University
- Conduct customer service training for other departments on campus and business partners
- Coordinate marketing strategy for department
- Serve on the Alabama Travel Council Advisory Board, including the planning committee for the Alabama Governor's Conference on Tourism and scholarship committee
- Create department presentations and meeting agendas

Coastal Alabama Community College

Adjunct Professor

January 2018-May 2018

Course Taught: Sports Tourism

- Created and uploaded assignments, lessons, exams, projects and other designated text and materials
- Researched and discussed current sporting events to ensure knowledge of up-to-date issues and situations
- Coordinated guest speakers and site visits

Wilson Hospitality/The Hampton Inns of Tuscaloosa

Director of Guest Services

April 2009-August 2016

Business Development and Assistant to the President

October 2007-April 2009

- Conducted training sessions and monthly departmental meetings for all properties and all departments
- Recruited, interviewed, hired, and fired staff
- Completed all new hire paperwork, onboarding, and training
- Created employee schedules and professional development plans
- Handled human resources, and legal documentation for workers compensation, disciplinary, and unemployment issues
- Created standard procedures and templates for the Guest Services departments
- Promoted and marketed properties to corporations, associations, non-profit organizations, universities, and other entities to build relationships and maximize occupancy and rate
- Coordinated all special events, company functions, team building days, and company travel
- Coordinated professional development opportunities for leadership team
- Consulted, conducted training sessions, implemented standard procedures, and completed property inspections to maintain brand compliance at contracted hotels

- Increased customer satisfaction scores at properties from 60-70% satisfaction to 85-100% satisfaction scores resulting in Hilton brand recognition
- Received Hilton Lighthouse award for property being in the top 15% of all Hampton Inns Worldwide in customer service, cleanliness, and outstanding Hilton brand inspections (2013, 2014, 2015)

The University of Alabama, Tuscaloosa

Department of Human Nutrition and Hospitality Management

Adjunct Professor, **Courses:** Issues in Lodging and Operations Management,
Tourism and the Hospitality Industry

August 2010-August 2016
2010-2011

- Created lesson plans, tests, projects, and other assignments using the designated text and materials
- Used past tourism, hospitality and lodging experience to further students' understanding of the industry
- Coordinated site visits, tours, and work experience days with local hospitality businesses/entities

Shelton State Community College, Tuscaloosa, Alabama

Culinary Arts Department

Adjunct Professor, **Courses:** Food Cost and Purchasing, Introduction to Hospitality and Culinary Arts June 2011-May 2016
Introduction to Leadership and Meal Management, Introduction to Catering Operations

Adjunct Professor, **Course:** Orientation to Culinary Arts

August—December 2004

- Researched and recommend new textbooks and course materials for my courses and the department
- Coached students in preparation of recipes during class
- Guided students on how to build a resume as well as how to conduct themselves during an interview
- Used past food service experience to further students' understanding of culinary and restaurant concepts/situations
- Guided students on menu development, meal planning, and event planning and coordination
- Introduced students to knife skills and food safety in the kitchen

Telluride Reservations Center/Telluride.com

Director of Operations

May 2006 - October 2007

- Initiated, supported, and maintained all vendor contracts and relationships
- Managed accounts payable and accounts receivable for company
- Verified accuracy of booking engine, documentation, and policies
- Created and maintained standard procedure manuals for operations, reservations, and vendors
- Trained agents on new and updated reservations systems and protocol
- Implemented new reservation system
- Assisted with setting the budget and employee salary and commission structure
- Recruited, interviewed, and hired new agents
- Synchronized e-mail blasts to past guests and others on the email list
- Updated the website with new content, packages, and photos
- Conducted meetings and training sessions for vendors

Telluride Conference Center, Telluride, Colorado

Telluride Ski and Golf Resort, Telluride, Colorado

Banquet Server/Captain

March 2006-September 2007

- Organized server sections and flow of service with other staff prior to each event
- Assembled tables with proper place settings for each event
- Followed proper service etiquette for all high end and full-service events
- Provided excellent service to all guests ensuring a successful event for our clients

Inn at Lost Creek, Telluride, Colorado

Concierge

March 2006-November 2006

- Organized all arrangements for guest prior to arrival and during stay including lodging, travel, dining, and activities
- Coordinated with festival promoters regarding lodging and rooming lists
- Acted as manager on duty when general manager was out of town
- Ensured all guests enjoyed their stay at our property and in Telluride

About Thyme Catering, Calera, Alabama

Event Manager/Event Manager Intern/Catering Assistant

August 2002- December 2005

- Prepared event timelines, staffing sheets, budgets, menus, and all other necessary materials to ensure a successful event
- Managed staff of 40-50 employees and 80 luxury skyboxes and multiple event spaces
- Handled complaints and special orders with professionalism and a sense of urgency
- Provided high end catering and customer service
- Coordinated professional golf tournaments (FedEx St. Jude Classic) sponsor tents and special food service areas and concession stands around the golf courses

The University of Alabama, Tuscaloosa

Department of Human Nutrition and Hospitality Management

Graduate Assistant, Lab Instructor

August 2003- December 2004

- Taught students about the science of different foods, cooking methods and equipment through a hands-on, 3 ½ hour weekly lab experience based on the professor's lecture
- Taught students knife skills and basic kitchen safety and best practices
- Assisted students with preparation of recipes when necessary
- Assigned, graded, and recorded all attendance, projects, and lab assignments
- Acted as liaison between the students and the professor that taught the lecture part of the course

- Coordinated grocery lists and shopping to stay on budget

Outback Steakhouse, Tuscaloosa, Alabama

Server/Hostess

2001-2004

- Provided an excellent service experience for all customers
- Memorized menu items and ingredients to ensure conveying proper descriptions to customers
- Trained new hostesses and servers

Guthrie's Fried Chicken Tuscaloosa and Birmingham areas, Alabama

Cashier/Cashier Supervisor/New restaurant opening team

1996-1999

- Handled monetary transactions at the cash registers and balanced cash drawers at the end of the shifts
- Made schedules and trained new employees
- Coordinated front of house needs, staffing, and set-ups for three new stores during build and opening

Computer Skills and Systems Knowledge

Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Outlook, QuickBooks, Adobe Acrobat Reader

Learning Management Systems: Blackboard, Sakai, Canvas

Reservations Systems: OnQ Property Management, OnQ Rate and Inventory Management, Inntopia

Activities

Destination Mobile Ecotourism committee, Bishop State Community College Advisory Board, Coastal Alabama Community College Advisory Board, Pleasure Island Junior Women's Club member (Gulf Shores/Orange Beach), Coastal Clean-ups, Junior League of Tuscaloosa: Board of Directors 2011-2013, Member 2009-2016, Temporary Emergency Services: Advisory Board of Directors 2012-2016, Adopt a School Steering Committee 2010-2014, Other Assorted Volunteering

Certifications, Leadership Training, and Awards

Certified Hospitality Educator (CHE), ServSafe Certified Instructor and Registered Proctor, ServSafe Manager Certification, Quality Matters Certification, ACUE, GSTC Sustainable Tourism Training Program (certification) 2019, Serving Southern Hospitality (2020)

Awards: Faculty of Excellence Award: College of Education and Professional Studies (2020), Top Prof Award: Mortar Board Honor Society (student nominated, 2022), Hospitality Marketing Solutions Golden Key Award (3)

Hilton Certifications and Awards: Hampton Hotels Lighthouse Award Winning hotel 2013, 2014, and 2015 (Top 15% of all Hampton Inn hotels worldwide), Multiple Outstanding Quality and Service Inspections from the Hampton Brand, Hampton Step Inn and Up Sales Training, Hampton Ultimate Guest Service

Leadership Development: Cardinal Advisors Professional Development Academy, John Moser Leadership Training